

## Maintenance Communication Plan

**Instructions:** Use WSDOT webpages to find your maintenance contacts and Design Manual Chapter 301 to fill in the following blanks. (also see Maintenance Manual)

1. Who are you communicating with?

Maintenance Superintendent Name:  
Maintenance Supervisor:  
Lead Maintenance Technician:

2. What will you communicate?

Intent of the Project:  
Request for unknown or reoccurring issues that may be present within the project limits:

3. When does the communication need to occur to maximize effectiveness?

The Planning and Scoping phases will provide best opportunity to outline the needs of the project  
Sustain communication to identify needs, consider alternate strategies, and refine solutions

4. Where will the communication take place?

Office meetings are often great places to initially meet to discuss planning and scoping, however; a field review of the project limits will often provide opportunity to understand natural and artificial features that might affect the project.

5. How will you respond to communication?

Building constructive and continued relationships with the people you are working with is vital for success of any project. This is done through engaged, consistent, attentive and confident communication.